

EASTERN SHORE PUBLIC LIBRARY (ESPL) CIRCULATION POLICY

Patrons are asked to present their library card or a valid photo identification when checking out materials to ensure the correct patron account is used. Library users must have a library account in good standing when checking out library materials and using some library eResources. Borrowing library materials without presenting a library card can be approved by library staff if they are able to verify the patron's identity, which may include presenting photo identification.

Most circulating materials may be checked out for a period of 28 days. Video recordings and new books are checked out for 14 days. Most items may be renewed twice; however, items on hold for another patron may not be renewed.

There may be a limit on the number of items that may be checked out. Out-of-state cardholders see ESPL Registration Policy. There is a limit of ten DVDs that may be checked out at a time.

Books which are not in the library's collection may be requested for purchase by the library or borrowed through interlibrary loan. Ask library staff how to submit a request.

Reserving materials: Holds may be placed on all circulating items. There is no charge to place a hold. Using the online catalog, a patron can access many features including the ability to create holds and renew items. A personal identification number (PIN) is needed to access a patron account. Library staff will assist in the creation of the PIN at the library or by phone. When an item is ready for pickup, patrons will be called or emailed if a valid email is on file. The item will be held for patron pickup for five working days.

Overdue notifications and fees: The library's book drops are unlocked at all times, and all library materials may be returned in the drop. All items may be returned to or renewed at any branch of the library system. Patrons may also call the library to renew their items or may renew their items online by logging into their accounts.

If the patron has a valid email on file, the patron will receive overdue notifications by email three days prior, then every 7 days thereafter. Two print notices will be mailed to patrons who have not returned or renewed library materials by the date on which they are due. The first print notice will be mailed 30 days after the date due. The second print notice will be mailed 60 days after the first notice. No one receiving a second notice will be allowed to continue borrowing library materials until these materials are returned or the replacement cost has been paid.

There are no fines for the late return of materials, although it is helpful if patrons keep their

accounts current by returning materials on or before the due date. When an item is more than 90 days overdue or a patron has reported an item as lost, the full retail value of that item will be added to the borrowing patron's account. If the retail cost cannot be determined, the following costs will be incurred:

Adult Hardback	\$30.00
Adult Softback	\$15.00
Children's Hardback	\$15.00
Children's Softback	\$10.00
Videorecording	\$15.00
Paperback (Mass Market)	\$ 7.00
Magazine	\$ 5.00

Borrowing privileges will be blocked for patrons with a balance that exceeds \$20.00 for lost or damaged library materials. Block status cannot be overridden without the approval of the Library Director or their designee. If at least 10% of the amount due is paid at each transaction, patrons can have up to two items checked out at a time.

Any patron with a blocked card is still free to use library materials and computers while visiting the library, but may not have access to some of the library's eResources.

Damaged materials: Patrons who return library materials in such damaged condition that they are irreparable and will have to be discarded will be charged full retail cost as listed above. If a patron claims that they have returned materials or never checked them out, the staff will search the shelves and other records in an attempt to find them. If the matter cannot be resolved, the staff will make a claims returned notation on the patron's record. Patrons are allowed only one claims returned item on their accounts. The Library Director may grant additional claims returned items on a patron-by-patron basis.

No fine will be reduced without the approval of the Library Director or Manager unless a system error contributed to the creation of the fine. Patrons can request receipts at check-out. Account balances can be reviewed online or requested at the public service desk.

Revised and Approved by the ESPL Board of Trustees on September 8, 2020.